* Session 2
* PRAISe: Positive Reporting and Appreciative Inquiry in Sepsis

Twin aims:

Learn from what goes well in healthcare

Boost morale through positive feedback

Adrian Plunkett @LfEcommunity

'Praise is reassuring but there's a lot more potential in appreciation with enquiry'

Cathy Sharp @ResearchforReal

Nice idea! Where's the evidence?

PRAISE LfE

Positive Reporting and Appreciative Inquiry in Sepsis

*To test the hypothesis that LfE can be used as an **intervention** to modify clinician behaviour leading to improvements in the related areas of sepsis management and antimicrobial stewardship.*

Proof of concept

PRAISe

The Health Foundation

2015 Innovating for Improvement Grant

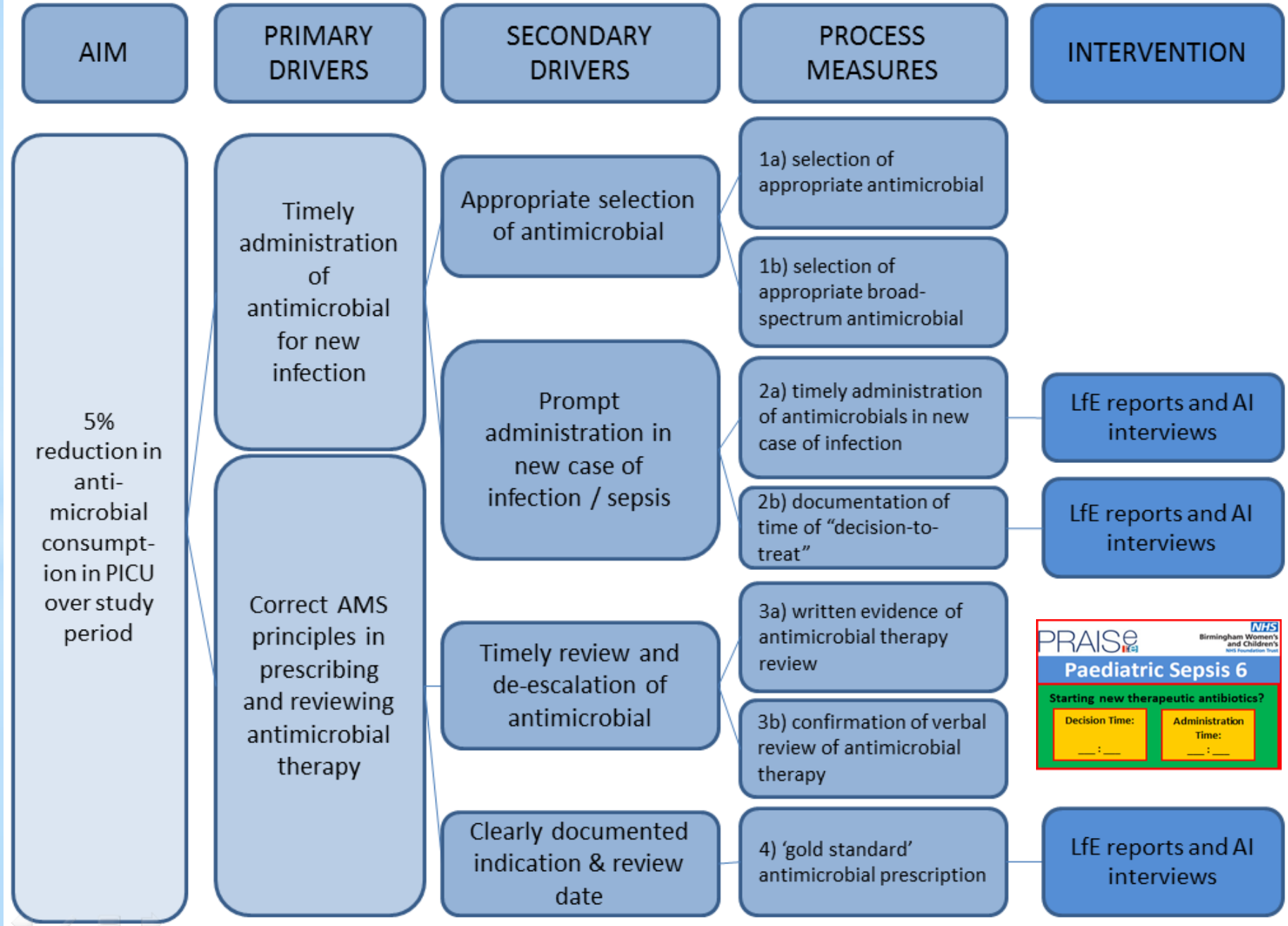
- *PRAISe Team*
- *Discussed with unit management*
- *Registered with RD&I: service improvement project*

'...conduct all ethical aspects as though it was research'

@ResearchBWC

- *12 months data collection: baseline, intervention & post-intervention,*
- *31 charts screened every week,*
- *IR2s generated for 'gold standard prescribing' and excellent stewardship (n=554)*

- *IR2s followed up with bedside Mini-AI interviews (n=76)*
- *Weekly team meetings to review progress, data and improvement cycles*
- *Additional improvements co-designed by frontline staff (Work as Done)*


AIM
PRIMARY DRIVERS
SECONDARY DRIVERS
PROCESS MEASURES
INTERVENTION
5% reduction in anti-microbial consumpt-ion in PICU over study period
Timely administration of antimicrobial for new infection
Correct AMS principles in prescribing and reviewing antimicrobial therapy
Appropriate selection of antimicrobial
Prompt administration in new case of infection / sepsis
Timely review and de-escalation of antimicrobial
Clearly documented indication & review date
1a) selection of appropriate antimicrobial
1b) selection of appropriate broad-spectrum antimicrobial
2a) timely administration of antimicrobials in new case of infection
2b) documentation of time of "decision-to-treat"
3a) written evidence of antimicrobial therapy review
3b) confirmation of verbal review of antimicrobial therapy
4) 'gold standard' antimicrobial prescription
LfE reports and AI interviews
LfE reports and AI interviews
LfE reports and AI interviews
PRAISE
NHS
Birmingham Women's and Children's NHS Foundation Trust
Paediatric Sepsis 6
Starting new therapeutic antibiotics?
Decision Time:
__ : __
Administration Time:
__ : __

NHS
Birmingham Women's and Children's
NHS Foundation Trust

By your side

NHS
Birmingham Women's and Children's
NHS Foundation Trust

By your side

Metric	July to December 2016	July to December 2017 (intervention period)	*Statistical significance*
Sum of all antimicrobial* doses	12734	11837	-
Sum of bed-days	5935	5888	-
Antimicrobial doses per bed-day	2.15	2.01 = *6.5% reduction*	*p=<0.0001****
Sum of broad-spectrum antimicrobials** doses	5113	3474	-
Broad –spectrum antimicrobial doses per bed-day	0.86	0.59 = *31.3 %reduction*	*p=<0.0001****

~ HCAI

**Excluding rare antimicrobials, anti-viral and antifungal therapies*

***Broad-spectrum antimicrobials defined as meropenem and piperacillin-tazobactam.*

****Comparison of proportions (https://www.medcalc.org/calc/comparison_of_proportions.php)*

* *Pharmacy Perspective*

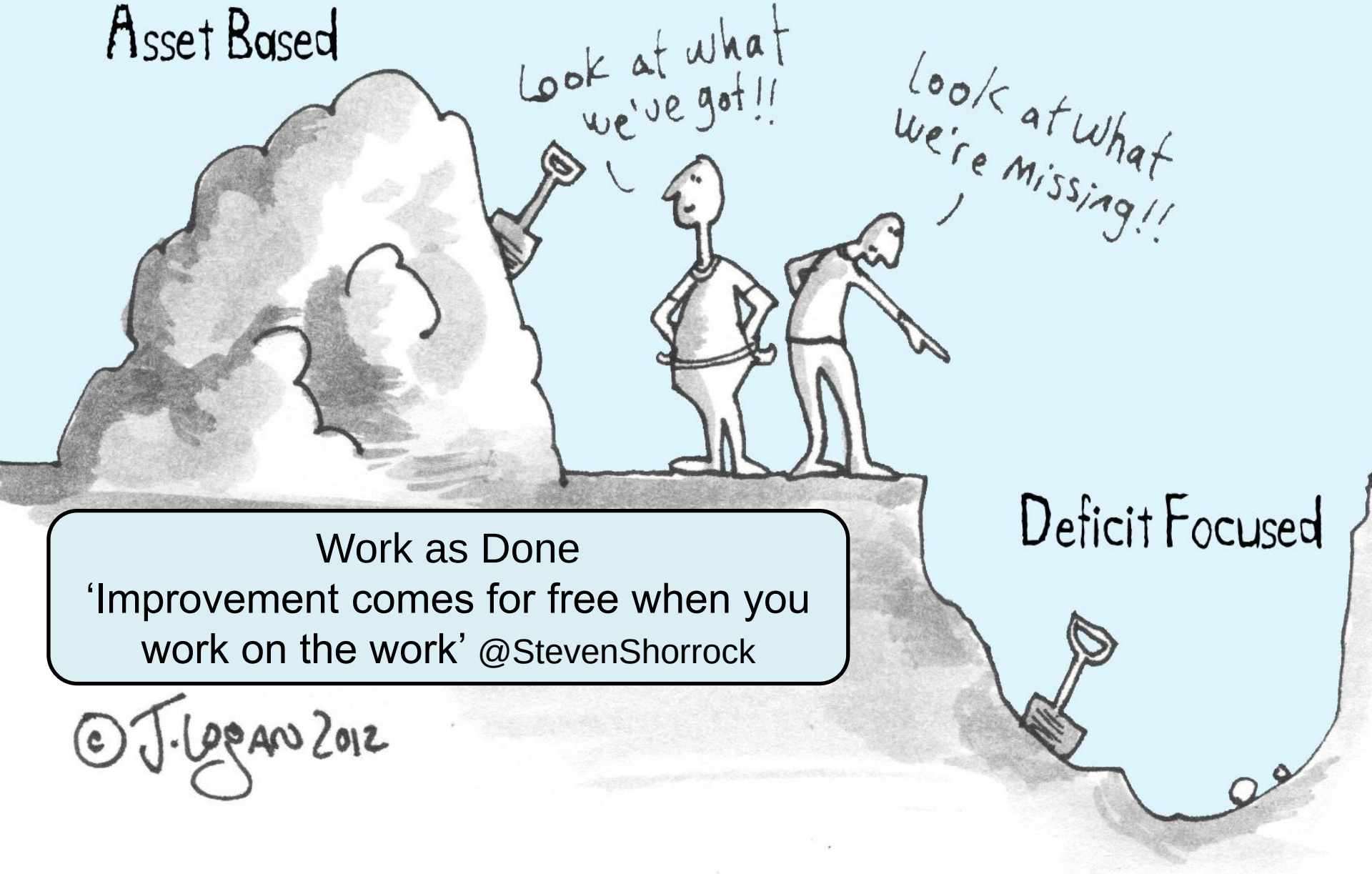
* *It appears that providing clinicians with positive feedback about their good prescribing habits encourages them to proactively seek pharmacy input to ensure best directed therapy for antimicrobials.*

* *R. Isaac et al*

Local Improvements
(informed by AI conversations)

- *PRAISe sticker*
- *Antibiotic pharmacist*
- *RAG rating antibiotics*
- *Visible display of excellent prescribing*
- *Prescribing area improvements*
- *New Meropenem guideline*

Appreciative Inquiry



Work as Done
'Improvement comes for free when you work on the work' @StevenShorrock

'...qualitative research to elucidate the logic of care i.e. the numerous elements of good illness management'

@trishgreenhalgh

Work as done

PRAISe life

Prescribing on PICU: you said ....

"I think of a prescription as a form of communication"

"The pharmacy team are approachable, they have tremendous knowledge"

"The charts are well designed, they 'allow' us to do well"

"Nurses are empowered to ask if the prescription is not right"

"There is a general ethos about prescribing standards here"

What have you been saying about the PRAISe sticker?

"The sticker helps everyone to focus"

"The sticker made me realise I needed to prioritise giving the antibiotics"

"Clear communication – everyone is thinking SEPSIS – everyone knows the plan"

"Let's get everyone talking about it!"

PRAISe life

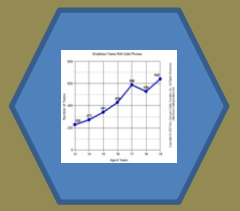
confirmation
flattering
grateful
smile
reinforce
happy
recognition
proud
reward
like
pleased
feedback
humbling
lovely
good
smug
nice
incentive
satisfying
motivation
brilliant
great
success
excellent
reaffirming

PRAISE Improvement Cycle

Step 4: enable

Step 5: seek, report & enquire

Step 3: design



Step 8: feedback

Step 6: measure

Step 2: collaborate

Step 7: improve

Step 1: define

START

SHARE

Learning from Excellence Quality Improvement Toolkit

PRAISE life

More information at www.learningfromexcellence.com

Step 1: define

- ✓ What would you like to improve?
- ✓ Why is this important to you/ team/ Trust?
- ✓ What changes would you like to see?

Step 2: collaborate

- ✓ Who can enthusiastically help?
- ✓ Who needs to know/ should be informed?
- ✓ Could you apply for some funding?

Step 3: design

- ✓ What is your overall aim?
- ✓ How will you measure change?
- ✓ Are there balancing measures to be considered?
- ✓ What data is needed & how much?

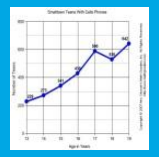
Step 4: enable

- ✓ Is the team confident with the local LfE system?
- ✓ Have you practiced mini-AI interviews?
- ✓ Could you access QI methods training/ support?

Step 5: seek, report, inquire,

- ✓ Actively seek excellence in your chosen metrics
- ✓ Generate excellence reports and ensure that they reach intended recipients
- ✓ Have mini-AI conversations with recipients

Step 6: measure



- ✓ Your project should generate both qualitative & quantitative data
- ✓ Monitor run charts weekly
- ✓ Take care to anonymise data

Step 7: improve

- ✓ Keep up the intervention & use AI insights to inform on-going improvement cycles
- ✓ Keep your project “in the conversation“

Step 8: share

- ✓ Share widely what you have achieved: frontline staff, managers, Trust board and further afield via social media, conferences, posters & publications